

## **Partnership between Access Services and 511**

In order to meet the growing needs for mobility and accessibility information for Access stakeholders, Access Services is partnering with Los Angeles County Service Authority for Freeway Emergencies (LA SAFE) and the LACMTA for 511 Traveler Information Services.

The four options of this project listed below are estimated to be completed in 12 weeks for the website and 16 weeks for the Interactive Voice Response segment of the 511 phone system.

### **511 Background**

In 2000, the Federal Communications Commission (FCC) designated the 511 number to make it easier for consumers to access travel information services. Sponsored by LA SAFE and launched in July 2010, Southern California 511 is accessible via the toll free phone number 511 or the go511.com website.

The 511 system consists of information about:

- Traffic - Freeway traffic speeds, travel times, construction detours, and real-time traffic cameras
- Buses and Trains - Area transit providers, bus and train arrival times, and a transit trip planner
- Commuter Services - Carpool or vanpool partners, Park and Ride lots, and rideshare program

### **Integration Options**

1. Access Service Area Query
  - a. Customers can enter in an address and the system will state if the address is within or outside of Access' service area
  - b. Interactively view surrounding areas around the address (website only)

## 2. Local Transit Options

- a. View more details about local transit options because the 511 system will now include Access' data, including eligibility requirements, fare amounts, and service times
- b. Customers can go directly to the agency's website via a hyperlink when using the website
- c. Customers can be transferred to the agency's phone number when using the phone number

## 3. Free Fare Trip Planner

- a. Similar to the current trip planner on 511 and Metro, customers can plan a trip exclusively using transit providers on Access' free fare program

## 4. Feedback option

- a. While being on the 511 system, customers can leave feedback regarding trip issues, complaints, commendations, and suggestions related to Access
- b. The voice message will be emailed to Access Customer Support Center for processing